

STRAIGHT FROM THE STATEHOUSE

JACK LETTIERE NAMED TRANSPORTATION COMMISSIONER

Governor McGreevey has announced his selection of Jack Lettiere to serve as Commissioner of the Department of Transportation.

"For nearly three decades, Jack Lettiere has helped build New Jersey's modern transportation infrastructure," said McGreevey.

"His thorough and extensive knowledge of the Department of Transportation, combined with his support for this Administration's vision, makes Jack a natural choice to serve as Transportation Commissioner."

Lettiere has been with the Department for 28 years and was appointed Deputy Commissioner in February 2002. He previously served as Assistant Commissioner for Capital Investment and managed the Department's Capital Program since 1993.

Lettiere is a graduate of the General Motors Institute of Technology with a Bachelor of Science degree in Industrial Engineering. He has a Masters of Business Administration from Rider University.

MCGREEVEY SEEKS TO STRENGTHEN TELEMARKETING LEGISLATION

Governor McGreevey joined by AARP and State legislators announced a series of amendments to strengthen legislation to enact a Do Not Call list and other telemarketing protections.

"In October, I pledged my support for the strongest Do Not Call program in the nation, and today I'm making good on that commitment," McGreevey said at the second of six Senior Seminars co-hosted with AARP.

"We must stop telemarketers from disturbing our homes with unwanted phone calls," said McGreevey. "This is an issue that affects everyone, and as we work to improve the overall quality of life in this State, we are determined to make unwanted telemarketing calls a thing of the past. I call upon legislators from both sides of the aisle to send to me the Assembly-version of the bill."

More than 20 states have prohibited telemarketers from calling anyone who registers with a state-created Do Not Call list.



Gov. McGreevey speaks to seniors at the AARP Senior Seminar.

Residents can register by going to the state's web site, calling a toll-free number, or mailing a registration form to get their name on the list.

Future senior seminars are scheduled to focus on such topics as Predatory Lending Protection, Access to Prescription Drugs, Age Discrimination and Affordable Utilities. For more information, residents should call 1 (888) 336-4043.

MCGREEVEY: WE MUST SAFEGUARD NJ PORTS

The federal government needs to take additional steps to help reduce security vulnerabilities at New Jersey's containerized ports, Governor McGreevey told a U.S. House Subcommittee.

"We must make our efforts to reduce port security vulnerabilities a priority," the Governor said at the session, which was titled "Homeland Security: Finding the Nuclear Needle in the Cargo Container Haystack."

The Governor noted that prior to Septem-

ber 11, 2001, only about 2 percent of the more than three million containers that pass through the Port of New York and New Jersey each year were actually inspected.

"Since September 11, that percentage has increased to approximately 5 percent, but surely we can and will do better," he said.

The nation's ports have received \$125 million, despite an estimate from the American Association of Port Authorities putting a \$2 billion price tag on upgraded physical port security, he said.

MCGREEVEY ANNOUNCES JOBS, GROWTH, & ECONOMIC DEVELOPMENT COMMISSION

Governor McGreevey announced the Jobs, Growth, and Economic Development Commission to develop an agenda for State investment in order to foster and support the creation of high-quality jobs and develop a statewide business plan for New Jersey.

The work of the Commission is an essential component of the strategy developed by the Commission on Health Science, Education and Training to reorganize New Jersey's three public research universities and to develop a world-class system of higher education.

"It is clear that ensuring excellence in our research university system, and supporting the creation of high-quality jobs, will also require focused economic development strategies at the State level and close collaboration with the private sector, particularly the research and development community," said McGreevey.

The Governor will announce members of the Commission within the next few weeks.

DMV INSTITUTES CUSTOMER SERVICE TRAINING

Governor McGreevey announced that for the first time in more than 15 years, customer service training has begun at the division's 45 agencies statewide.

"DMV cannot be fixed without basic customer service training," said Governor McGreevey. "While the DMV overhaul is a long-term effort, this training will ensure that customers will begin to notice an improvement right away."

An aggressive schedule ensures all DMV employees undergo the first phase of the training by the end of the year. Trainers are visiting the agencies and presenting the specially designed curriculum in shifts to all employees who interact with the public.

Trainers update staff on Governor McGreevey's goals for overhauling the agency and the various technological and security improvements that will help them work more efficiently, safely and

help them protect valuable documents.

To improve their customer service skills, employees are walked through a series of exercises, including role-playing, which helps them grade their current performance and improve it. Employees also learn a series of steps in how to successfully deal with unhappy or frustrated customers.

Staff from the New Jersey Human Resource Development Institute, the training arm of the Department of Personnel, developed the course and are administering it.

In an effort to make DMV's website more customer-friendly a page of Frequently Asked Questions was added to assist online customers. The questions are the ones most frequently asked of DMV's Phone Center staff. The list can be located at:

<http://highpoint.state.nj.us/mvs/faqs.htm>.

MCGREEVEY CREATES ADVISORY COUNCIL AGAINST SEXUAL VIOLENCE

Governor McGreevey signed Executive Order No. 40 establishing the Advisory Council Against Sexual Violence.

"The goal of this Advisory Council will be to review policies and training procedures relating to sexual violence, as well as make recommendations on how to prevent sexual violence, said McGreevey"

Specifically, the Advisory Council will review the effectiveness of current protocols, standards and procedures for the examination and treatment of victims of sexual violence, as well as develop recommendations on how to improve the services offered to victims of sexual violence.

The Council will also monitor the effectiveness of laws and review proposed legislation that would govern sexual violence. It will also ensure that service providers and

citizens are aware of victims' needs and make recommendations for community education and training programs. The Council is to report its progress to the Governor within one year.

The Council will be established within the Office on the Prevention of Violence Against Women in the Division of Women at the Department of Community Affairs.

Last week, the Governor also signed into law Senate Joint Resolution No. 27 today, which designates April as "Sexual Assault Awareness Month." The goal of this resolution is to increase the public's awareness and understanding of sexual violence and how it can be prevented. The legislation was sponsored by Senators Joseph Vitale and Barbara Buono.